

**THE TULALIP TRIBES**  
**TGO/QCC/BINGO**  
**Job Description**

**JOB TITLE:** QCC Security Officer

**POSITION NUMBER:** ON-GOING

**NOTE:** Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application form to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

**EDUCATION:**

- ☐ High School Diploma or GED equivalent required. (Copy of document must be attached with application)

**SKILLS:**

- ☐ Ability and/or experience to write concise and accurate reports. (Test required passing with minimum score of 75%)
- ☐ Must have knowledge of basic math principles. (Test required passing with minimum score of 75%)
- ☐ Must have excellent customer service skills for dealing with guests and employees.
- ☐ Must be able to multi-task and function while under pressure.
- ☐ Must be able to work independently.
- ☐ Ability to effectively communicate verbally.
- ☐ Must be capable of answering a multi-line telephone with etiquette skills.

**EXPERIENCE:**

- ☐ Minimum of one (1) year of driving experience.
- ☐ Minimum of six (6) months experience working with the public utilizing guest service skills.
- ☐ Prior work experience utilizing a computer and Microsoft programs, i.e., Word, Excel, and Access.

**OTHER REQUIREMENTS:**

- ☐ Must possess a valid State Driver's License (Please attach copy with application). Out of state applicants hired for this position will be required to obtain a Washington State Driver's License within 30-days of hire.
- ☐ Must possess a clear driving record and meet the organizations insurance criteria. (Current documentation from the DMV **Must be attached with application**)
- ☐ Applicants will be required to successfully pass a "medium level" agility exam to determine if they are physically capable to perform the needed tasks of the position. Once hired applicants will be required to pass this agility exam annually.
- ☐ Once hired applicants will be required to attend, successfully complete, and keep current certifications in: CPR, AED, TIPS, First Aid, M.O.A.B., P.A.T.H., and any other training assigned or deemed necessary.
- ☐ Must adhere to strict confidentiality all departmental information both seen and/or heard.
- ☐ Must be able to work in a culturally diverse environment.
- ☐ Will be responsible for the deliverance of the highest level of guest service.
- ☐ Must attend mandatory guest service training.
- ☐ Must be flexible to work at all gaming sites, the Tulalip Resort Casino, the Quil Ceda Creek Casino, and Bingo.
- ☐ Must be able to successfully complete either a tribal, state, or federal background investigation.
- ☐ Must be able to obtain a Category A Tribal Gaming License and Washington State Gambling Commission Class III Certification.
- ☐ Must be available to work any shift assigned to include days, swing, grave, weekends, and/or holidays.
- ☐ Must have a successful employment history with Tulalip Tribes and/or other employment entities.

**Physical Characteristics and/or Prerequisites:**

- ☐ Manual and finger dexterity for the operation of a computer and to perform routine paperwork.
- ☐ Strength to lift objects weighing up to 50 lbs. on an occasional basis and 40 lbs. frequently.
- ☐ Stamina to push and pull carts weighing up to 60lbs.
- ☐ Stamina to sit, stand, and/or walk for prolonged periods of time up to 10 hours per day.
- ☐ Mobility to bend and/or stoop frequently.
- ☐ Mobility to climb stairs on an occasional basis.
- ☐ Stamina to ride a bicycle for prolonged periods of time up to ten (10) hours per day as requested or needed.
- ☐ Tolerance and patience to deal with upset, angry, frustrated and/or intoxicated guests.
- ☐ Tolerance to work in a smoke filled environment.

**Tribal Department:** Quil Ceda Creek Casino Security

**Employee Classification:** Non-exempt

**Job Summary:** Following Security Department procedures, works to ensure protection of company assets and safety of guests and team members.

**Employee Reports To:** QCC Security Shift Lead Officer or designee

**Extent of Job Authority:** Authority to observe and report all activities, incidents, or safety hazards and to uphold the integrity of the Casino/Bingo.

**Specific Duties Performed:**

1. Prevents, detects, and reports theft and all other illegal activities on TGO properties.
2. Prevents, detects, and reports unusual occurrences or circumstances on TGO properties.
3. Ensures that unauthorized persons do not enter restricted areas within the TGO establishments.
4. Performs security checks on the interior and exterior of all TGO buildings.
5. Monitors the condition of the TGO establishments and reports conditions that warrant attention.
6. Utilizes the assigned database to write accurate Security Reports of any unusual occurrences, illegal activities, and/or violations.
7. Safeguards the TGO property and assets.
8. Assists guests and team members with their appropriate needs without violating TGO policies.
9. Creates a safe and friendly environment for guests and team members.
10. Provides guest escorts when requested.
11. Safeguards the TGO currency and team members while conducting a basic escort.
12. Provides escorts to highly sensitive areas within the TGO properties.
13. Stands guard in highly sensitive areas within the TGO properties as deemed necessary.
14. Verifies and Transfers TGO currency when conducting Fills and/or Credits.
15. Assists with the scheduled daily drop box collection, and when otherwise requested.
16. Performs key service.
17. Assist Tulalip Gaming Agent(s) with permanent exclusions.
18. Assist Tulalip Gaming Agent(s) when requested and with Security Lead Officer/Shift Supervisor approval.
19. Ensures non TGO employees are issued visitor badges.
20. Communicates information with Officers coming on duty regarding activities and/or details that are being performed.
21. Performs denial of alcohol service to over intoxicated guests.
22. Inventories Lost & Found and Rewards Club Cards, disposing each item when necessary and as outlined in the Internal Controls.
23. Assists in the resolution of disputes as necessary.
24. Once trained, will initiate First Aid, CPR, and/or AED pending the arrival of emergency services.
25. Once trained in M.O.A.B. and P.A.T.H., controls and/or restrains physically aggressive and/or violent persons as needed in order to protect other guests within the facility.
26. Attends Post Accident Urinalysis (U/A) training, and performs urinalysis testing on any TGO team member as needed and with Security Lead Officer/Supervisors approval.
27. Responsible for obtaining knowledge of the TGO policies and procedures, Department Internal Controls, Gaming Compact, Ordinance 55, Appendix, and N.I.G.C.
28. Performs Security Dispatcher duties when deemed necessary following policies, following Reception's policy regarding team members calling in for their scheduled shift; fill out appropriate form, transfer call to correct destination, and log the call-in into the Security Daily Log.
29. Performs Security Lot Patrol duties when deemed necessary and following policies.
30. Issues parking violation notices to TGO team members in violation of the TGO Parking Policy when needed.
31. Performs all other duties deemed necessary or requested.

**Terms of Employment:** This is a Regular Full-time position requiring 40 hours per week or 2080 hours per year.

**Pay Rate:** \$14.71 per hour

**Opening Date:** ON-GOING

**Closing Date:**